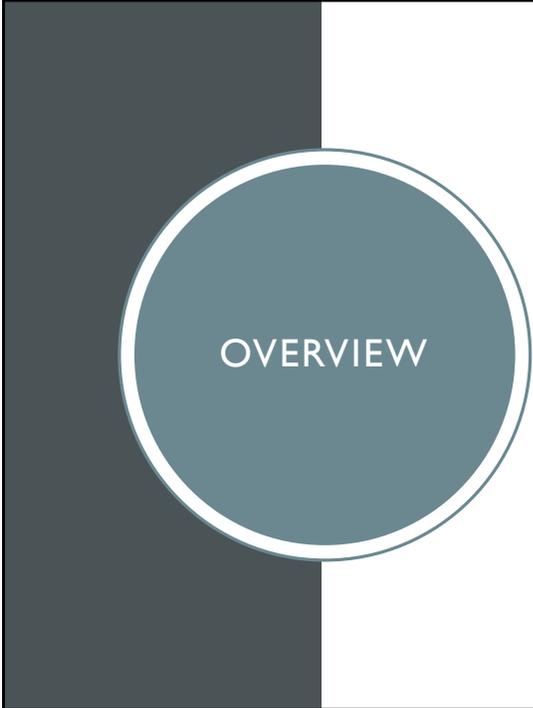


Release 9.1
Certification Enhancement Project

Presented by Kristina Brady, MPH

MI-WIC RELEASE WEBCAST



OVERVIEW

- Referral Screen updates
- Reordered Family Information screen
- Client Email address updates
- “Referred from” updates
- Created by/Modified by on the Anthropometric, Lead and Bloodwork grids
- Client Agreement changes
- Appointment duration tracking
- WCC Enhancements

REFERRAL SCREEN UPDATES – DISCUSSION

- Staff can check “Add Disc” for all referral categories that were discussed during the appointment without opening the referral pop-up.

The screenshot displays the MI-WIC software interface with two main tables: 'Family Referrals' and 'Individual Referrals'. Both tables have columns for 'Add Disc', 'Disc', 'Ref', 'Currently Enrolled', and 'Category'. The 'Add Disc' column in both tables contains checkboxes, many of which are highlighted in red, indicating they are available for selection. The 'Family Referrals' table lists categories such as 'Job for Child', 'Child care centers', 'Churches', 'College student services', 'Credit Unions', 'Crisis R/30', 'Dayc Care', 'Department of health and human Services (DHHS)', 'Doster', 'Emergency Food Pantry/Programs & TEFAP', 'Emergency Services (Shoaling, etc)', 'Food', 'Food Shelter', 'Ginnes', 'Grief Counseling', 'Hobby Places', 'Healthy Families America', 'Help with Drivers', 'Homeless Shelter', 'Housing', 'Legal Aid', 'MSU Extension', 'Medical Programs', 'Medical Services', 'Migrant Services', 'Nutrition Services', 'Parenting Classes', 'Project PSEER', 'Public Health Training', and 'Real Printers Infant Science'. The 'Individual Referrals' table lists categories such as 'BF Community Support', 'BF Support - Consultants', 'BF Support - Coordinator', 'BF Support/ALL', 'Car seat', 'Children's Hosp of MI/Metabolic Clinic', 'Children's Special Health Care Services (CSHCS)', 'Dove Nest', 'Duckier', 'EPCOT/Medicaid Health Screening', 'Early On', 'Family Planning Services', 'Feeding Specialist (OT/SLP)', 'HIV Testing/Counseling', 'Habitat for Humanity', 'Head Start/Early Head Start', 'Healthy Start', 'Hearing Screening', 'Home Visiting/SHIP', 'Home Visiting-non-SHIP', 'Immunization', 'Intermediate School District', 'Job Training Employment', 'KINSHIP', 'Lactation Consultant', 'Lead Screening', 'Maternity Outpatient Medical Services Prog. (MOP)', 'Mental Health Services', 'New test on this', 'Newborn Screening (Genital)', and 'Newborn Prenatal Nutrition'. The interface includes a top navigation bar with options like 'Home', 'Scheduling', 'Certification', 'Enrollment', 'Maintenance', 'Reports', 'Help', and 'Messages'. A left sidebar contains various menu items such as 'Scheduling Tools', 'Family Information', 'Client Information', 'Certification', 'LAP', 'Medical', 'Breastfeeding', 'Nutrition History', 'MSU Certification', 'Nutrition Education', 'Networks', 'Food Prescription', 'Issue Benefits', 'Schedule Appt', 'Print Documents', 'Client Care', and 'Exit'. The bottom of the screen shows the version number '3.0.2.0' and the agency name '000005 State Agency'.

REFERRAL SCREEN UPDATES – DISCUSSION

- Upon save
 - MI-WIC will automatically document the discussion on the Referral pop-up with the appropriate date and staff ID.
 - The check mark in the “Add Disc” column will disappear, and the check mark under “Disc” will appear

The screenshot shows a web browser window titled "Client Ref Provider - Google Chrome" with the URL "miwic-uat.state.mi.us/MIWICS/Clinic/WebForms/Intake/ClientRefProvider.aspx?fiFAlYR...". The main content area is titled "Grief Counseling" and contains a table with the following data:

	Disc	Date	Referral/Community Resource	UserID
<input type="checkbox"/>	<input checked="" type="checkbox"/>	07/06/2022		BRADYK2

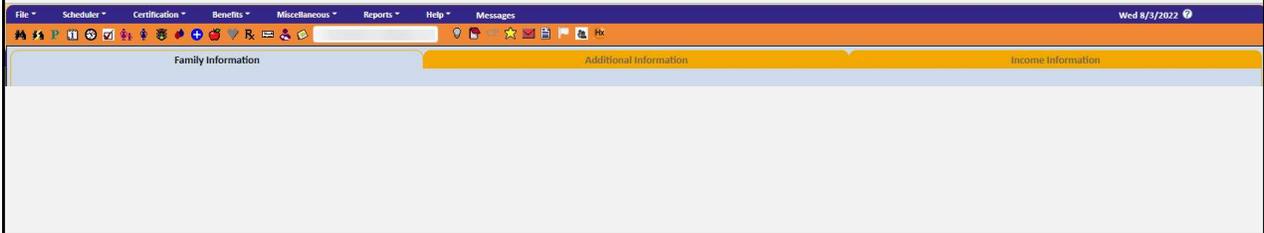
Below the table are two buttons: "Add" (light blue) and "Remove" (light red). At the bottom right of the form are three buttons: "Save" (blue), "Cancel" (orange), and "Close" (green). A help icon (?) is located at the bottom left of the form area.

REFERRAL SCREEN
UPDATES – ADJUNCT
ELIGIBILITY

- When Medicaid or Food Stamps adjunct eligibility is reported as “Yes” on the adjunct eligibility pop-up, all members of the family will be marked as currently enrolled to the applicable referral categories on the Family Referral Grid on the Referral Screen
- The referral grids have been expanded to utilize the open space available on the screen and display more referral categories at a time.

FAMILY INFORMATION – TAB REORDER

- The tabs within the Family Information Screen will be reordered–
 - Family Information
 - Additional Information
 - Income Information



EMAIL ADDRESS FIELD UPDATES

- The Email Address Field will now display on both the Precertification & Family Information screens
- This will be a required field.
 - There is a checkbox to document if there is no email address available.
- When a record is populated from the Incoming Referral Work Queue, the email address field will also be populated

The screenshot displays a software interface for managing family information. The top navigation bar includes menus for File, Scheduler, Certification, Benefits, Miscellaneous, Reports, Help, and Messages. The main form area contains the following sections:

- Family Information:** Fields for Family ID (9345672), Authorized Person Last Name, First Name (Test Family), MI, Birth Date, and Clinic (020251 Munising WIC Clinic).
- Address Fields:** Street Address, Mailing Address, and County.
- Options:** Checkboxes for "Same as Street Address" and "Receive Mailed Notifications".
- Applicant Table:** A table with columns: Last Name, First Name, I, Birth Date, Cat, M/F, Client ID, Foster, and Application Date.
- Family Details:** Family Size (5), Special Needs (Reading assi), and Language (English).
- Phone Section:** A "No Phone" checkbox and a table with columns: Area Code, Phone, Comment, Primary, Phone Type, Text Messages, and Voice Calls.
- Email Address:** A field labeled "Email Address*" containing "testemail@gmail.com" and a "No Email" checkbox. A red arrow points to this field.
- Buttons:** "Add", "Remove", "New", "Save", "Cancel", and "Next".

REFERRED FROM FIELD UPDATES

- The “Referred from” field on the Precertification screen will now be required
 - There will be an option to select “Not Applicable”
- A new Referral Notes field has been added to document any additional notes that may need to be captured

The screenshot displays a software interface with a menu bar at the top containing 'File', 'Scheduler', 'Certification', 'Benefits', 'Miscellaneous', 'Reports', 'Help', and 'Messages'. The date 'Wed 8/3/2022' is shown in the top right corner. The main form area includes the following fields and options:

- Family ID: 9345663
- Authorized Person Last Name*: [Text Input]
- First Name*: Testings
- MI: [Text Input]
- Birth Date*: [Date Picker]
- Clinic*: 979701 Test Clinic 1
- Street Address*: [Text Input]
- Mailing Address*: [Text Input]
- Same as Street Address:
- Receive Mailed Notifications:
- Referred From*: [Dropdown Menu with 'Not Applicable' selected]
- Referral/Community Resource: [Text Input]
- Referral Notes: [Text Area]
- County: [Dropdown Menu]
- Applicant: [Text Input]

The 'Referred From*' field and the 'Referral Notes' field are highlighted with a red rectangular box.

- Staff information for Created by/Modified by will be added on the Anthropometric, Lead and Bloodwork grid
- If a record has never been modified, the modified by field will be blank

ANTHRO, LEAD AND BLOODWORK

Height/Weight Imms/Bloodwork

English(SAE) Metric

Anthropometric Data																
Date*	Height			Weight			Weeks	PG Wt Gain	Weight Gain/Loss	Cat	Dur	Pre-PG BHI	Current BHI	Created By	Modified By	Comments
	in*	1/16*	Unk	lbs*	oz*	Unk										
10/19/2021	62	3	<input type="checkbox"/>	135	2	<input type="checkbox"/>		135.12	0	BE	<6			BRADYK2		

Lead									
Date of Lead Test	SIGN	Number	WIC	Method	Created By	Modified By			
07/20/2022	>	5.4	<input type="checkbox"/>	Venous	SAKPALM	SAKPALM			
07/06/2022	<	5.8	<input checked="" type="checkbox"/>	Lead Care I	SAKPALM	SAKPALM			

Add Remove

Bloodwork									
Date of Bloodwork	Non-WIC Data	HGB	Hct	Re-Test	Notes	No Blood	Exemption Reasons	Created By	Modified By
10/15/2021	<input type="checkbox"/>			<input type="checkbox"/>		<input checked="" type="checkbox"/>	Pandemic	BRADYK2	

Add Remove



CLIENT AGREEMENT

- Clients can now sign the client agreement via the WCC platform before their certification/recertification appointments

CLIENT AGREEMENT

When an existing client is scheduled for a Certification, Recertification or Priority Certification appointment

OR

When a potential client has requested or scheduled a WCC appointment through the web/mobile app

They will see an alert at the top of their WCC Home Page

WIC Family Home Page

Action Item: You have documents to sign! Click here to review

Certifications

Client Name	Birth Date	Category	Certification	Certification	Certification
April Test	12/12/1989	PG	Cert	04/07/2021	08/15/2022
Infant Test	04/07/2021	IFF	Cert	02/18/2021	04/24/2021

Previous Appointments

Client Name	Category	Appointment	Date & Time of Ap.	Clinic	Attendance
April Test	PG	Cert	04/07/2021 10:00:00 AM	Grand River Clinic...	<input checked="" type="checkbox"/>
Infant Test	IFF	Cert	10/08/2021 10:00:00 AM	Grand River Clinic...	<input checked="" type="checkbox"/>

Future Appointments

Client Name	Category	Appointment	Date & Time of Ap.	Clinic	Please Rema...	Check In
April Test	PG	Cert	05/07/2022 10:00:00 AM	Grand River Clinic...		<input type="checkbox"/>
Infant Test	IFF	Cert	05/08/2022 10:00:00 AM	Grand River Clinic...		<input type="checkbox"/>

Requested Appointments

Client Name	Category	Start Date	End Date	Preferred Time	Clinic
No Records Exist in Data Source					

CLIENT AGREEMENT

By clicking on the link, clients will be given an opportunity to download and review the client agreement and provide their digital signature

Agreement



Client Agreement



[Download the Client Agreement document](#)

By providing my electronic signature below, I understand and agree that I have read and understand the information provided to me, the document noted above. I understand and agree to the information provided. If I have any questions, I should discuss them with the WIC staff. I understand that I will be provided a copy of this document.

Please type your full name below:

MI-WIC NAVIGATION WCC SIGNED CLIENT AGREEMENT

- If a client has signed the Client agreement, staff will receive a pop-up message on the Client Agreement/Signature screen during the appointment

"The client has signed the Client Agreement via WCC on [date of signing]. Please review the signed client agreement and confirm that the client still agrees to the terms and conditions. If the signature is more than 30 days in the past please obtain a new signature."

- If dated within the last 30 days, staff simply need to verbally confirm with the client they still agree and click the "Confirm" button
- If dated more than 30 days ago, staff will need to obtain a new signature

CLIENT AGREEMENT VALIDATION – CERT ACTION

- The client agreement must be signed within 30 days of the certification start date.
- If there is not a client agreement signed for the client within 30 days, staff will get an error message on the cert action screen

"A valid Client Agreement has not been signed in the last 30 days. Please obtain signature from Signature Screen or Scan the Client Agreement form with signature."

- NOTE: The client must also be in the family at the time the agreement is signed for it to be valid. Even if an agreement has been signed within 30 days, if a client has been added to the family since that time, a new agreement including that client must be signed

VIEWING THE WCC SIGNED AGREEMENT



Staff can view the WCC Signed Client Agreement from:

Miscellaneous – Images

Print Docs



Clients can view the WCC Signed Client Agreement from:

WCC (web or mobile) – PDF Forms

APPOINTMENT DURATION TRACKING

- As included in the July MMR, we will now be tracking appointment duration
- Appointment duration will be documented as the time between when the client was checked in until staff

Select "Print Selected" on the Print Docs Screen

OR

Select "Appointment complete without Documents" on Print Docs

OR

Check "Done" on the onsite list

If multiple of these actions are taken, duration will be associated with the first one completed.

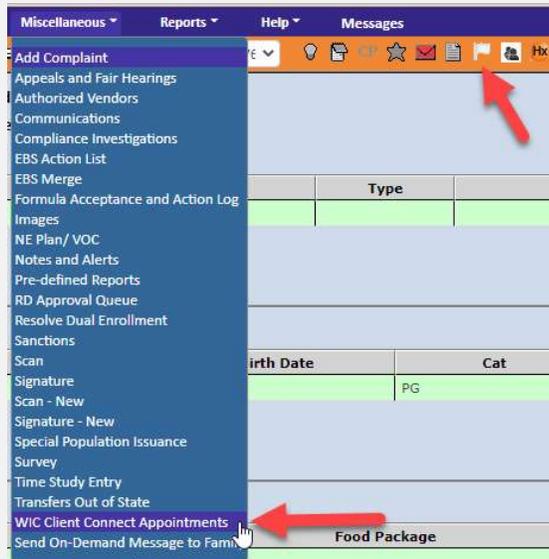
Select Documents To Be Printed			
<input type="checkbox"/> Select All	Parameter	Document	Comments
<input type="checkbox"/>		Shopping List	The document is not Eligible for Print OR Preview
<input type="checkbox"/>		NE Plan	
<input type="checkbox"/>		Authorization to Release WIC Information	
<input type="checkbox"/>		VOC	
<input type="checkbox"/>		Referral Notification	
<input type="checkbox"/>		Client Agreement	
<input type="checkbox"/>	10 MILES	Client Vendor Listing	
<input type="checkbox"/>		Income Attestation Form	
<input type="checkbox"/>		Residency Attestation Form	
<input type="checkbox"/>		Identity Attestation Form	
<input type="checkbox"/>		Compliance Letter	The document is not Eligible for Print OR Preview
<input type="checkbox"/>		Fair Hearing Notice	
<input type="checkbox"/>		Short Certification Letter	The document is not Eligible for Print OR Preview
<input type="checkbox"/>		Single-User Breast Pump Release Agreement	The document is not Eligible for Print OR Preview
<input type="checkbox"/>		Multi-User Breast Pump Loan and Release Agreement	The document is not Eligible for Print OR Preview
<input type="checkbox"/>		Loaner Breast Pump Return Receipt	The document is not Eligible for Print OR Preview
<input type="checkbox"/>		Ineligibility Notice	The document is not Eligible for Print OR Preview

WIC CLIENT CONNECT UPDATES

Full update, as provided during the “What’s New with WIC Client Connect” training, available on MPHI Archived Webcasts:
[WIC – Administrative Tasks/Operations](#)

WCC – APPOINTMENT REQUESTS

- When WCC appointments are not available, new applicants can submit an appointment request for staff to view in MI-WIC
- These requests will show up in the WIC Client Connect Appointment pop-up
 - Accessible through the Miscellaneous drop down or the Flag on the icon toolbar



WCC – APPOINTMENT REQUESTS

- If there is an outstanding appointment request, when logging in, staff will see a pop-up message alerting them to the pending request

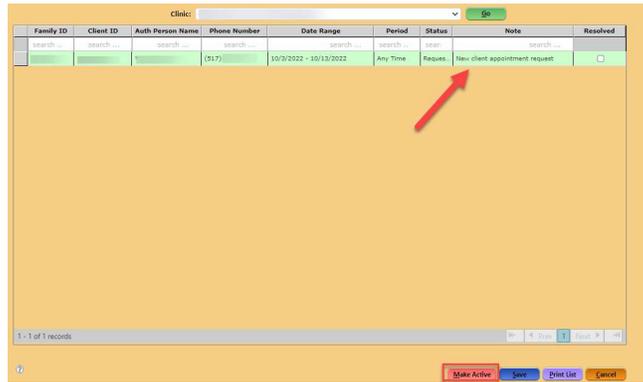
miwic-uat.state.mi.us says

You have (1) appointment requests from WIC Client Connect.

OK

WCC – APPOINTMENT REQUESTS

- When the request is from a new applicant, the Note column will display "New client appointment request"
- Staff will simply need to select the client, and click "Make Active" to be directed to the MI-WIC record that will be prepopulated based on what has been entered through WCC

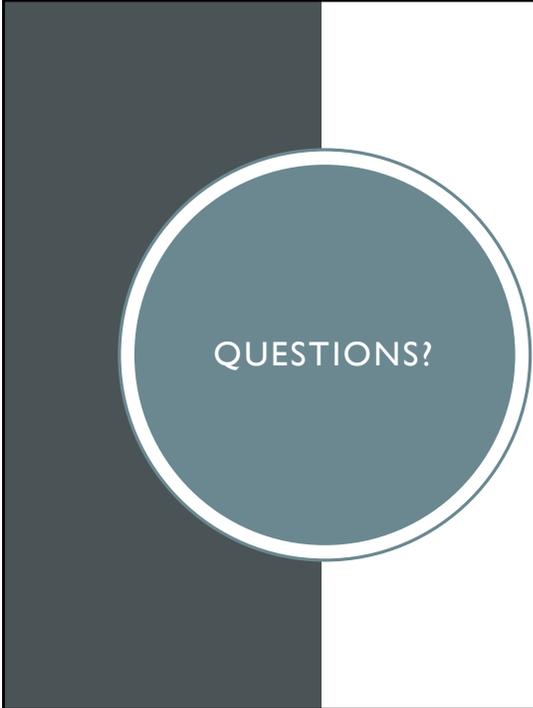


The screenshot shows a web application interface for appointment requests. At the top, there is a search bar with a 'Go' button. Below it is a table with the following columns: Family ID, Client ID, Auth Person Name, Phone Number, Date Range, Period, Status, Note, and Resolved. The table contains one row of data. A red arrow points to the 'Note' column of this row, which contains the text 'New client appointment request'. At the bottom of the table, there are buttons for 'Make Active', 'Save', 'Print List', and 'Cancel'. The status bar at the bottom left indicates '1 - 1 of 1 records'.

Family ID	Client ID	Auth Person Name	Phone Number	Date Range	Period	Status	Note	Resolved
search ...	search ...	search ...	search ... (517)	search ... 10/3/2022 - 10/13/2022	search ... Any Time	search ... Request	New client appointment request	search ... <input type="checkbox"/>

WCC – NEW FIELDS

- New fields have been added to WCC to allow clients to enter and update more information.
 - Medicaid Card ID Number
 - Physician Name
 - Physician Phone Number
 - Race/Ethnicity
 - editable only until client has been certified in MI-WIC
 - Education
 - women categories only
 - Marital Status
 - women categories only
 - Internet Access
- These updates will be reflected in the MI-WIC record



QUESTIONS?

Please join us for a live Q & A Session

Wednesday August 24 at 9:30am

No registration required!

Link available at <https://miwicevents.com/webcasts/>

Email questions in advance to BradyK2@michigan.gov

Kristina Brady
BradyK2@michigan.gov
517-331-7838

THANK YOU